

SAMPLE POSITION DESCRIPTION FOR:

CIVILIAN PAY TECHNICIAN

GS-544-07

Serves as Customer Service Representative (CSR) for a US Army Corps of Engineers (USACE) activity. May be the sole representative for this organization, or may share duties with one or more employees, depending on the size of the organization. Is the central point of contact for information regarding the payroll system (DCPS), labor and payroll modules of the accounting system (CEFMS), and their interface with the personnel system (MODERN). Is also primary point of contact to employees for all questions regarding pay, leave and labor transactions. May perform these duties full time, or in conjunction with other related or non-related duties. Most positions are located in Resource Management Offices, but may be in other organizations.

1. Provides guidance, support and training to all timekeepers in serviced activity. Timekeepers are often scattered throughout a large geographic, multi-state area. Reviews Time and Attendance (T&A) Reports for all employees. Examines T&A reports for accuracy, completeness, and adherence to procedures, verifies hours being charged and types of special pay authorized for employees covered by a variety of pay categories. Verifies entitlements such as hazard pay, premium pay and night differential pay. Notifies timekeepers of systems changes, problems, or enhancements. Is responsible for the development, revision, and update of locally devised standard operating procedures. Assists timekeepers with difficulties in labor processing by determining the cause of the problem and helping timekeeper with the solution. Prepares problem reports for discrepancies noted in all three systems (DCPS, CEFMS, MODERN) (%).

2. Inputs into DCPS (Defense Civilian Pay System) all retroactive adjustments and a wide variety of other transactions which affect pay, leave, taxes, benefits and other deductions. Ensures all payroll corrections are processed timely and accurately, loads data input by timekeepers, and transmits to DFAS. Reviews, computes and/or verifies a variety of employee data for input into DCPS to include the following: savings bonds; charitable contribution authorizations; employee organization deductions; federal, state and local tax authorizations; earned income credits; employee mailing addresses; allotment authorizations; direct deposit; advanced/restored family leave; leave certifications; compensatory time carryover hours; employment leave indicator; and overseas allotments/employee information/other deductions. At the beginning of each pay period, downloads the Personnel Master File and executes appropriate interface programs necessary to update CEFMS prior to opening new pay period, making necessary corrections to ensure proper CEFMS data is loaded. Verifies that each of the timekeepers have completed posting of Payroll/Labor data. Verifies supervisor's certification is complete prior to transmission of payroll file to DFAS. Responds to customer inquiries for information. Prepares and submits special pay authorizations. Coordinates with DCPS Pay Technicians to resolve the most complex DCPS error reports and system problems (%).

Performs other duties as assigned.

Factor 1: Knowledge Required by the Position:

Level 1-4, 550 points

All CSR positions that support USACE require an in-depth understanding of multiple systems and how they interact, overlap, interface, and potentially interfere with each other. Understanding the relationships between these systems and how they affect the accuracy of personnel, labor and payroll records for USACE employees is paramount in performing the duties of this position. This level of knowledge fully meets Level 1-4 of GS-0500C technical job standard, July 1999, which describes work that requires broad knowledge of financial management regulations, practices, procedures and policies related to payroll functions.

Factor 2: Supervisory Controls

Level 2-3, 275 points

CSRs perform recurring assignments independently, including identifying and analyzing the data necessary to make corrections and prepare special reports and statements. They independently process the most difficult tasks or actions and handle problems according to instructions, policies, previous training, or accepted practices.

The supervisor prioritizes assignments only when normal payroll deadlines may conflict with a deadline for completion of a special report or project.

Completed work is spot-checked by the supervisor for adherence to policies and established procedures. Methods of completing work are seldom reviewed in detail.

Factor 3: Guidelines

Level 3-3, 275 points

Guidelines regularly used in the work include various payroll regulations, civilian pay policies and regulations, and handbooks for the various automated systems. Guidelines are not completely applicable to the work, and change frequently. In addition, guidelines are often contradictory, requiring CSRs to use considerable judgement to interpret, adapt and resolve specific problems. They are responsible for interpreting payroll regulations to help timekeepers.

Factor 4: Complexity

Level 4-3, 150 points

Work involves reviewing and certifying T&A Reports for all employees, inputting into DCPS all adjustments that affect pay, leave, taxes, benefits and other deductions. Transactions are difficult because multiple systems are used (DCPS, MODERN, CEFMS, etc) which require extensive coordination but are not always compatible.

CSRs must identify the nature of the problem, question or issue and determine what additional information is needed. They must obtain the necessary information through oral or written contacts or researching regulations and manuals. They may need to consider previous actions and understand how these actions differ from or are similar to the issue at hand before deciding on the best approach.

Factor 5: Scope and Effect

Level 5-3, 150 points

CSRs provide initial and refresher training to timekeepers to keep them up to date on new DCPS initiatives as well as any system updates and changes which effect local timekeeping processes. They coordinate with various personnel and payroll staff to resolve the more complex error reports and system problems.

The work affects the quality, quantity and accuracy of the personnel and payroll records of employees in serviced organization. This in turn affects the accuracy of appropriate pay and benefits to these employees.

Factor 6 & 7: Personal Contacts/Purpose of Contacts

Level 2B, 75 points

Personal Contacts: All employees, timekeepers, supervisors and managers in serviced area. Also with personnel assistants and specialists in USACE, and payroll technicians throughout DFAS. These are employees within the same agency, but may be anywhere within the district, lab, or other organization that is their area of responsibility.

Purpose of Contacts: To resolve pay and leave problems by clarifying issues, explaining complex pay and leave regulations and computations, and correct or prevent errors, delays and other problems that might occur during a payroll cycle.

Factor 8: Physical Demands

Level 8-1, 5 points

There are no special physical demands.

Factor 9: Work Environment

Level 9-1, 5 points

Work is performed in an office setting

Total Points: 1485

Grade: GS-07 (1355-1600)